

Section VI
2015 Department on Aging
Program/Service Guidelines

Service Delivery Guidelines

Applicants for Department on Aging funding to provide **Services to Asian-American Elderly** during 2015 must comply with and incorporate the following guidelines.

Where indicated in **bold type**, applicants must include a description of how they will meet specific guidelines in the indicated section(s) of Exhibit I, Description of Proposed Programs and Services.

1. Program Activities

- a. Applicants must clearly describe their proposed programs, services and activities, including days and hours of operation, the number of persons to be served, the facilities in which these programs, services and activities will be provided, and the specific population(s) of Asian-American elders to be served, i.e., Chinese-American, Korean-American, Vietnamese-American, Pakistani-American, etc. **(Include in Section 2.0 of Exhibit I)**
- b. Applicants must clearly describe how their proposed programs, services and activities will assist Milwaukee County's Asian-American older adults with the greatest economic and social need, as defined by the Older Americans Act of 1965. The Act defines these terms as follows :**(Section 2.0, 2 E of Exhibit I)**

"The term 'greatest economic need' means the need resulting from an income level at or below the poverty levels established by the Office of Management and budget."

"The term 'greatest social need' means the need caused by non-economic factors which include physical and mental disabilities, language barriers, and cultural, social, or geographical isolation including that caused by racial or ethnic status which restricts an individual's ability to perform normal daily tasks or which threatens such individual's capacity to live independently."

(Include in Section 2.0, 2 E of Exhibit I)

- c. Applicants must describe how they will publicize the availability of needed health and social services to Asian-American older adults in Milwaukee County and assist such persons in accessing these services.
(Include in Section 2.0, 8 B of Exhibit I)
- d. Applicants must demonstrate knowledge of information and assistance programs and emergency services likely to be needed by elderly participants.

- e. Applicants must provide a copy of a written plan providing for the safety of program participants in the event of a fire, natural disaster or other life-threatening situation. **(Include in Appendix 8 to Exhibit I)**
- f. The provider of this service must be willing to coordinate their activities with those of other agencies and groups providing services to Milwaukee County older adults.
- g. Applicants must be willing to perform other activities that may be mutually agreed upon and included in a Department on Aging contract.
- h. Applicants are encouraged, with the consent of clients or client's representatives, to bring to the attention of appropriate officials conditions that place clients in danger.
- i. Applicants must clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of emergency.

2. Required Programs and Services

The provider of Services to Asian American Elders must provide the following programs and services:

- a. To develop, promote and maintain recreational, social, cultural and educational programs designed to lessen the isolation of older adults in the target area.
- b. Outreach services, which include: making home visits to identify vulnerable, homebound older adults in need of services; determining the specific services needed; referral to appropriate agencies for service; where necessary, assisting clients in obtaining needed services and following up to see if the needed services have been provided. Outreach services also include recruiting and training volunteers to provide needed services.
- c. Coordination with Information and Assistance to older persons seeking to obtain social services from MCDA or other social service agencies. .
- d. Description of the emergency plan for maintaining the provision of services to older adults through this program in the event of emergency.

3. Center Operations and Maintenance

- a. Operation and maintenance of a senior center consists of performing all tasks necessary to insure the health, safety and comfort of center participants and staff, and the general maintenance of the center's building, grounds and

physical plant in accordance with state and local codes. These tasks include, but are not limited to: regular cleaning, lawn care, and snow removal, and the maintenance of all heating, ventilation, air conditioning, plumbing, and electrical equipment in accordance with state and local codes and manufacturers' specifications.

- b. The provider must make sure that the senior center is in full compliance with the Americans with Disabilities Act of 1990, that there are no physical or social barriers that would impede frail and disabled seniors from accessing and participating in programs.
- c. Required tasks also include making minor building, landscaping, and equipment repairs to the extent that available funding allows consistent with the provision of required programs and services at the center.
- d. The provider must at all times maintain the Asian American Community Senior Center in a condition that meets all state and local fire, health, building, and safety codes, and arrange for the center to be regularly inspected by officials authorized to enforce these codes, including the posting of the emergency evacuation plan for each center in an area where it can be easily seen by staff and members.
- e. Applicants must clearly demonstrate the ability to comply with these requirements before a contract will be executed.

4. Program Activities and Requirements

- a. Applicants must indicate the days and hours they will operate the Asian American Community Center.
(Include in Section 2.0, 4 D of Exhibit I)
- b. Applicants must clearly describe each program and service that they will provide at the Asian American Community Senior Center during 2014. This description must include the name of the program or service to be provided, the frequency with which it will be provided and the estimated number of persons who will be served each month. **(Attach as Appendix 8 to Exhibit I)**
- c. Applicants must clearly describe each program and service that will be provided at Asian American Community Senior Center during 2014 by agencies other than the applicant. This description must include the name of the program or service to be provided, the agency providing it, the frequency with which it will be provided and the estimated number of persons who will be served each month. **(Attach as Appendix 9 to Exhibit I)**
- d. The provider of programs in Asian American Community Senior Center must be willing to coordinate the activities of their proposed programs and services

with the activities of other agencies and groups providing services to older adults.

- e. The provider of programs in the Asian American Community Senior Center must be willing to perform other activities that may be mutually agreed upon between the provider and MCDA or as referenced in a Department on Aging contract.
- f. Applicants must describe how their proposed activities will insure that health and social services are known and accessible to elderly persons Asian American elders living in Milwaukee County who have the greatest economic and social need as defined by the Older Americans Act of 1965. The Act defines these terms as follows:

"The term 'greatest economic need' means the need resulting from an income level at or below the poverty levels established by the Office of Management and Budget."

"The term 'greatest social need' means the need caused by non-economic factors which include physical and mental disabilities, language barriers, and cultural, social, or geographical isolation including that caused by racial or ethnic status which restricts an individual's ability to perform normal daily tasks or which threatens such individual's capacity to live independently."

(Include in Section 2.0, 2 E of Exhibit I)

- g. Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:
 - (1) General liability,
 - (2) Automobile liability,
 - (3) Worker's compensation, including a waiver of subrogation;
 - (4) Employee dishonesty; and
 - (5) Milwaukee County listed as an additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, and provides certificate(s) of insurance that include all items listed above.

The provider must at all times maintain a liability insurance policy covering the premises, programs, and operations of the Asian American Community Senior Center. Such policy must meet or exceed minimum insurance coverage as determined by the Milwaukee County Risk Manager and name Milwaukee County as co-insured. In addition, the applicant must maintain comprehensive property and theft insurance in an amount satisfactory to

Milwaukee County on the building and grounds of Asian American Community Senior Center and on all equipment purchased with funds granted by Milwaukee County. **(Include in Section 2.0, 6 B of Exhibit I)**

- h. The provider must maintain accurate monthly records of all programs and services provided to older adults under a Department on Aging contract. These records must include the number of persons served by each program or service and the dates on which such services were provided.
- i. The provider will be responsible for developing and maintaining their own filing system for clients and will be responsible for updating the client personal information as changes occur. This filing system could be as simple as new index cards for each client every year, to a computerized system as long as the clients pertinent information is kept current and confidential at all times and is accessible for the Department On Aging staff to review.
- j. Applicants must describe how they intend to secure funds in addition to those provided by the Department on Aging to support programs and services at the Asian American Community Senior Center. **(Attach as Appendix 10 to Exhibit I)**
- k. Applicants must demonstrate knowledge of information and referral and emergency services. Maintaining a referral and follow-up log is required. **(Include in Section 2.0, 8 A of Exhibit I)**
- l. Applicants must submit, and the provider shall maintain, a written plan providing for the safety of center participants in the event of a fire, natural disaster or other life-threatening situation. This emergency plan will include the yearly schedule for quarterly fire drills for each center. **(Include in Appendix 11 of Exhibit I)**
- m. Applicants must describe how center participants will be involved in developing and implementing programs and policies at Asian American Community Senior Center. **(Section 2.0, 7 A of Exhibit I)**
- n. Applicants are encouraged, with the consent of center participants or their representatives, to bring to the attention of appropriate officials conditions, which place center participants in danger.

5. Program Goals and Objectives

Applicants must specify measurable program objectives and outcomes, and the methods and time frame to achieve these objectives. The objectives should relate to the proposed programs and services. The methods should specify the operational or quantitative steps to accomplish the objectives and measure the outcomes. The time frame should indicate when the goals and objectives would be completed. **(Include in Section 2.0, 2. F. of Exhibit I)**

6. Performance Outcomes

The first outcome identified by this agency is that 85% of the members surveyed will feel welcomed at the center and will rate the programming, activities and services at the senior centers at four or better on a five point scale. Measurement of the outcome will be annual client surveys that are distributed to the clients. The provider will be responsible for distributing the survey as well as collecting and reporting the results to MCDA contract staff.

The second outcome for 2015 for this agency is that the center will continue two new programs, activities, or events developed in 2015, with a measure for participant satisfaction using 2014 results as a baseline.

7. Required Programs, Services, and Facilities

- a. The provider of this service must provide the following activities and services on a weekly basis:
 1. Educational, cultural, and or recreational activities to Asian-American elders at least three times a week.
 2. Serve three hot meals in a congregate setting. Such meals must meet or exceed the standards required by the attached Milwaukee County Senior Meal Program specifications for catered meals.
 3. Act as interpreters and advocates for non-English speaking Asian-American elderly.
 4. Outreach activities to identify isolated or homebound Asian-American older adults having the greatest economic or social need, referral of such persons to appropriate services, and assisting such persons in accessing benefits under programs for which they are eligible. Monitoring of isolated client and communication with contract monitor is essential.
- b. The provider of this service must have suitable facilities in which to provide their proposed programs and services, including the ability to secure all necessary licenses. All facility programs funded under a Department on Aging contract must meet all state and local fire, health, building and safety codes and be regularly inspected by officials authorized to enforce these codes.

8. Unacceptable Program Activities

- a. Activities that violate the terms of a Department on Aging contract or Program/Service Guidelines.
- b. Activities unrelated to serving older adult center participants.
- c. Activities or policies that inhibit any eligible resident of Milwaukee County from using the center.

9. Initiation of and Termination of Services

- a. Services will be initiated upon the request of an eligible Milwaukee County older adult or an agency that serves older adults.
- b. Services will be terminated when determination is made that service is no longer needed.

10. Eligible Clients

- a. Clients must be 60 years of age or older and live within Milwaukee County.
- b. Priority must be given to low income or frail Asian-American older adults having the greatest economic or social need as defined by the Older Americans Act of 1965.
- c. Priority for service must be given to current clients of this program. Preference will be given to applicants able to guarantee continuity of services to current clients of this program. Applicants must clearly describe how they will guarantee continuity of services to current clients.
(Include in Section 2.0, 2 A of Exhibit I)

11. Generation of Clients

Applicants must clearly describe how they will generate eligible clients for this program. **(Include in Section 2.0, 2 A of Exhibit I)**

12. Follow up of Client Referrals

- a. Applicants must clearly describe how they will follow-up on clients referred for services to other programs to determine:
 - 1. Whether the service was performed to the client's satisfaction.
 - 2. Whether the client requires other services that may be available in the community or through the Department on Aging.

- b. All follow up activities must be documented in the agency's referral log or other appropriate record.

(Include in Section 2.0, 8 A of Exhibit I)

13. Program Personnel, Training and Equipment

- a. Applicants must submit job descriptions for all personnel employed in their proposed program. These descriptions must include: job title; duties to be performed; number of hours to be worked each week; amount of annual salary; form of compensation, i. e. hourly, salary, etc.; and source of compensation. **(Include in Appendix I to Exhibit I)**
- b. Recognition will be given to applicants who employ Asian-American older adults, aged 45 or older, in the provision or administration of services.
- c. Applicants must describe how personnel will provide services to Asian-American elders and will receive specialized training in the needs of Asian-American elders. **(Include in Section 2.0, 3 C of Exhibit I)**
- d. At least one staff person directly involved with program participants must be currently certified in first aid and cardio-pulmonary resuscitation. **(Include in Appendix 9 to Exhibit I)**
- e. As part of on-going training, all personnel employed in this program must participate in regular staff meetings to keep informed of overall program activities and developments.
- f. Personnel paid wholly or in part under a Department on Aging contract must spend a percentage of their time on contract related activities equal to the percentage of their compensation paid with Department on Aging funds.

14. Program Organization and Administration

- a. Applicants must clearly identify the individual(s) within the program and/or agency who will be: **(Include in Appendix 10 of Exhibit I)**
 - 1. Responsible for overall administration of the program.
 - 2. Authorized to sign required reports and other documents.
 - 3. Authorized to receive checks for the program.
 - 4. Responsible for fiscal and budgetary matters.
 - 5. Responsible for handling client complaints.
- b. The provider of this service must maintain property and theft insurance in amounts deemed satisfactory by the Department on Aging on all equipment purchased with funds granted by Milwaukee County. **(Include in Section 2.0, 6 B of Exhibit I)**

- c. The provider of this service must maintain written records listing all expenditures and related activities funded under a Department on Aging contract. The records shall indicate the type and amount of expenditure and the number of persons served by each activity.

15. Contributions

The provider of this service must give all Department on Aging clients the opportunity to make voluntary contributions toward the cost of the services they receive in accordance with Department on Aging policies. The provider's contribution policy should be described. **(Include in Appendix 7 to Exhibit I)**

16. Reimbursement

Services provided under this program will be reimbursed on the basis of actual costs as identified in the approved program budget.

17. Billing and Reporting

Using forms provided by the Department on Aging, the provider must submit to the Department by the fifth working day of each month reports indicating the previous month's expenditures and the services provided.

All providers will be required to implement the National Aging Program Information System (NAPIS), to fulfill state and federal reporting requirements.

18. Participation in the Senior Center Director's Round Table

Applicant must participate in Senior Center Director's Round Table meetings in order to learn about beneficial information and to collaborate and share with other senior centers countywide.

19. Compliance with State Requirements for Food Safety and Sanitation

Providers of this service who prepare meals on-site must comply with Wisconsin statutory requirements for Food Safety and Sanitation. Providers must submit a copy of the state certification to the Department on Aging no later than January 1, 2015. To comply, the provider must have a trained and certified person on the premises where food is prepared and cooked, who has completed a state approved food safety and sanitation course and a test for certification.

The contract for this program will be awarded for the period January 1, 2015 to December 31, 2015. At the option of the Department on Aging, and with the agreement of the provider, this contract may be extended for one additional calendar year without a Request for Proposal. This extension will be contingent on satisfactory performance by the Provider, sufficient funding, and approval by the Milwaukee County Board of Supervisors.